

CTTAB

February 8, 2005 Minutes

City of Seattle, Seattle Municipal Tower
27th Floor, 700 – Fifth Avenue, Seattle, WA 98104

Board Members Present Todd Achilles Maryann Budlong Jesse Mar Chun Deborah Gartside Paul Green Harry Hart, III Brendan Kao Damien Koemans Kevin Leo Huat Chye Lim Manny Ovena Nina Sanders Ken Thompson	Excused Pwint Htun Ann Robinson Absent Bill Baron Staff David Keyes Jill Novik Tony Perez Bill Schrier Terry Wittman
Guests Ken Meyer	

1. Announcements, Agenda Approval; Review of Minutes:

The January 11, 2005 minutes were approved unanimously.

Nina Sanders requested that board members let her know of anyone interested in service on the board of the Seattle Community Access Network.

2. SeattleStatistics Program: Terry Wittman

Terry presented information about the program, noting that this SeaStats will combine information from many departments into one source in GIS format. She will work with CTTAB to develop an outreach program to help determine what information citizens would like to see and to act as a sounding board for that information. Wittman noted that there is a GIS developer position available and requested CTTAB to let people know about it.

3. Remarks from the Chief Technology Officer: Bill Schrier

See attached.

There was a discussion of Wi-Fi, with Keyes noting that the Westlake Wi-Fi project is up and running. DSA will market it, but doesn't want to run it over time. Apparently, the coverage area is not well signed and it will be integrated into the larger downtown parks strategy. The UW is also beginning a Wi-Fi project in the U District.

Schrier commented that it is important to see who is going to use Wi-Fi and for what purpose. The City should be involved to the extent that it serves a public purpose and a business will not develop it. The City is undertaking spot deployments as a test and to get data, but he does not envision wide municipal deployment of Wi-Fi. Achilles noted that T-Mobile is going to be rolling out Wi-Fi phones by the end of the year.

4. Committee Reports

Community Technology: February 18 is the TMF deadline. The committee will come to CTTAB in April with its recommendations. The workshops were successful, in part due to an ad in the Facts.

The ID Housing Alliance will present their TMF project in two events: February 16 at 4 p.m. in a session for the community focusing on community, literacy, and participation; and February 23 at a brown bag session with City Council.

Microsoft and PSACT will discuss sharing their resources and community needs in a community technology conference March 8. Huat indicated interest in attending and David asked for others interested to let him know. Huat asked if David had worked with the Gates Foundation. Keyes noted that the foundation and Microsoft are both among the founders of PSACT. Thompson added that the education division is focused at the high school level on scholarships.

Paul said that he spoke with people at the Central Area CTC, who said that their issue is not computers but instructors. Keyes agreed that this is a huge issue and recommended places where people can get assistance, including VISTA and PSACT for recommendations. It was suggested that formal channels be developed. Jill suggested that the community technology committee undertake to develop a roster of volunteer resources for community groups.

5. Cable Office Report

Franchise renewal: Discussions with Comcast were going to begin the last week in January, but a Comcast team family illness has resulted in a delay. The committee met recently and agreed to have CTTAB host a meeting with the community on the draft needs assessment, which will also be presented to the City Council/public on March 8.

Retreat: several dates were discussed and it would appear that March 14 and 22 are good. Maryann recommended that committees meet before the retreat so that their work plans could be completed and available for discussion at that time.

6. Open Forum

Deborah reported that she had spoken with the Women's commission and would contact other boards. Jesse volunteered to spread the word among those boards with Get Engaged representatives.

Meeting adjourned at 7:49 p.m.

Citizens' Telecommunications and Technology Advisory Board Chief Technology Officer's Report 8 February 2005

Changes and Successes

DEMOCRACY PORTAL NEWS

The City of Seattle Democracy Portal will be a case study in a project being done for the UK government on e-democracy – this is part of our effort to market this project around the world, with the ultimate goal of more recognition and possibly funding.

Peter Davidson, who is writing the case study on Seattle for the UK government, called in to "Ask the Mayor" from Toronto in January, making it our first international call.

ON-LINE TRANSACTIONS

On-line (web and interactive-voice-response or telephone) utility bill payments went live in December. In January, about \$1.4 million in on-line payments (8,768 separate transactions) were received by City government. These totals also included police and fire personnel exam fees, online electrical permits, business license renewals and B&O tax payments.

WEB FRAUD

"Phishing" emails are on the rise. Phishing e-mail usually attempt to lure readers to Web sites that mimicked bank sites, and now they're starting to link to sites that mimic power companies and other utilities. (Washington Mutual Savings Bank is often a victim of these phishing e-mail messages). These fake Web sites try to trick people into providing sensitive information in the guise of paying their bills online.

Nationally, the Federal Trade Commission estimates 10 million people were defrauded with Internet or e-mail scams in 2003. This cost individuals and businesses an estimated \$50 billion.

Phishing e-mail do make it into the City's internal e-mail system and some employees have been victimized. We have sent alerts to employees, posted a notice on the Inweb,

and protected City electronic brands by implementing Internet fraud countermeasure policies.

City departments will not send unsolicited e-mail to constituents or ratepayers about their City accounts. The City's Chief Information Security Officer (CISO) Kirk Bailey is a local leader on this issue.

GOOGLE SEARCH TERMS

A Google appliance is now used on www.seattle.gov. Some of the major search terms recently used are (one-day figures):

Jobs and employment (312)

Zoning, permits, building permits (300)

Parking, parking tickets, parking enforcement (248)

Sales tax, taxes, property taxes (248)

DPD and DCLU (the Department of Planning and Development) (209)

Christmas tree and Christmas tree disposal (207)

WI-FI DEPLOYMENTS

The Department of Information Technology has deployed wireless "Wi Fi" networking in the public areas on the main floor City Hall.

The approved 2005 City budget includes some funding for Wi-Fi in certain downtown parks. DoIT technical staff are working with the Parks Department to design these locations now. DoIT staff are also in conversations with other agencies such as the University of Washington to cooperatively plan other potential roll-outs of this technology, e.g. on University Avenue.

There are a number of issues to be addressed, e.g. costs of deployment and ongoing support, the initial "menu" to be presented to users, and the extent to which City government enters this function.

News

The **Prosperity Partnership** is creating a bold new action strategy to ensure the Puget Sound regional economy flourishes in the future. It's the first time that government, business and community leaders from throughout the central Puget Sound counties have agreed to collaborate on a unified economic agenda for the region. The City's Office of Economic Development is an active participant. The CTO and the Department of Information Technology will be involved in developing the strategies relating to Information technology. See www.prosperitypartnership.org.

Claire Henning was DoIT's Finance and Administration Director until today. She is retiring from City service after 26 years

Dianne Hanna will be replacing Claire. Dianne comes to us with a wealth of City budget and finance knowledge. Dianne spent 16 years with the Human Services Department as a Program Finance Coordinator and as the Program Support Division

Director. From 1999 to 2003 Dianne was the director of Seattle Jobs Initiative for the City's Office of Economic Development, where she led a successful transition from a public start-up program to a stand-alone non-profit agency. Dianne has been with Seattle-King County Public Health this past year as a project manager. Dianne has a BA and MBA, and has attended JFK School at Harvard University.